

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### CUE of West Virginia LLC

#### West Virginia Manufacturing Extension Partnership

#### C.U.E. of West Virginia, LLC Improves Quality Management System

**Client Profile:**

C.U.E. of West Virginia, LLC, located in Mount Hope, West Virginia manufactures cast urethane products for industrial applications. The company currently employs 12 people.

**Situation:**

C.U.E. of West Virginia, LLC contacted the West Virginia Manufacturing Extension Partnership (WVMEP), a NIST MEP network affiliate, to assist them in improving their current quality and environmental management systems. The company was TS 16949 and ISO 14001 certified but was having issues with their current internal auditing system which was identified through 3rd party registration audits. Both the TS 16949 and ISO 14001 are required for C.U.E. to satisfy customer requirements.

**Solution:**

WVMEP evaluated C.U.E. and performed a review of the current quality and environmental/management system and the required improvements needed to maintain certification. Company management was briefed on the findings, and an implementation plan was agreed upon. The next step consisted of training and the development of the needed work instructions and forms. This was done in conjunction with C.U.E.'s management team and their corporate quality assurance manager. After the needed work instructions were developed, the Quality Enhanced Management System (QEMS) was audited. First, training on the internal audit process was conducted and, upon completion of the training, an internal audit was conducted by C.U.E. personnel in conjunction with WVMEP. With the assistance of WVMEP, C.U.E. maintained TS 16949:2002 and ISO 14001:2004 registration.

**Results:**

- \* Maintained ATS 16949:2002 and ISO 14001:2004 registration.
- \* Increased sales by \$695,000.
- \* Realized \$4,000 in cost savings.

**Testimonial:**

"Our experience with WVMEP proved to be a valuable investment in maintaining and improving our EMS and QMS systems. Our trainer was thorough, knowledgeable and paired well with our system and employees. Due to the improvements in our systems, we were able to maintain our status to TS/ISO standards and improve our functionality in the shop. We would highly recommend the trainer and training to any company looking to improve their quality processes."

Vicki Sumpter, Accounting Manager

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